

Patient Participation Group

Meeting Date: 24th May 2019

Time: 1300-1400

Attendance: Dr Adnan Tariq – GP (AT), Sarfraz Khan (SK), Christine Luckey (CL), Carol Abell (CA), Raziya Jennings (RJ), Tony King (TK), Linda Harris (LH)

Apologies received: Sally Weston (SW), Julie Trigg (JT), Lesley Barlow (LB), Mary Telford (MT), Richard Poynter (RP), Lily Langwade (LL), George Bradley (GB), Tony Lambert (TL),

Agenda Item	Minutes
Review of previous meeting minutes	Minutes of the March meeting were agreed to be factually correct.
BMC current situation and services update	AT updated on the current BMC position in regards to services. AT explained patient services team and changes. Also discussed the medicines management team and current update on prescriptions. Patients are reminded to ensure they are requesting their medication 7 days prior to running out and not requesting and expecting it to be done on the day. AT explained 48 working hour turn around.
Werrington Expansion Update	PPG discussed Werrington expansion and current developments. AT updated on current build occurring. AT explained awaiting final sign off from the CCG.
MJOG	<p>PPG discussed MJOG.</p> <p>BMC have recently implemented MJOG which is a system that provides advanced text messaging services, using information extracted from System1. By extracting appointment and contact details, MJOG enables BMC to automatically send and receive a regular stream of communication between them and the patients.</p> <p>Some of the key features and benefits of MJOG are:</p> <ul style="list-style-type: none"> ☒ Auto appointment reminders ☒ Auto Appointment cancel – Allows patients to reply via SMS, voice or email to automatically cancel their appointment in system1 – reduces DNAs ☒ Pre-configured chronic disease templates – allows message templates to be chosen for pre-prepared list of key QOF domains ☒ Campaign scheduler – set up health campaigns for the year ahead – Increases response rates and saves admin time and treating long term conditions ☒ Friends & Family (automatic) – 2 hrs after patient's appointment they will receive a text to rate their experience – Saves reception time and increases patient engagement and experience

	PPG members CA and CL discussed receiving text messages and reflected positively on easy and practical usability.
Ambulance Bay Parking	<p>PPG discussed Ambulance Parking. It has been noted when emergency cases arise the ambulance has to park in car park but has to maneuver and reverse into car park which is causing them difficulty due to car park already having flow of patients entering and leaving. BMC is the largest practice in Peterborough with multiple other services in the building so other patients from other practices attend the practice too.</p> <p>PPG strongly agree with plans to support BMC requesting designated ambulance bay parking on Craig Street. PPG support the application to the council to complete this and will contact local councilors for support. It was discussed that on street designated parking would allow ease of access and parking for the ambulance service and would ensure patient safety, as time would be saved.</p>
Questions	CA discussed Greater Peterborough PPG information. PPG happy for this to be forwarded directly to the group.
Summary and close	<p>AT thanked all for attending.</p> <p>Next meeting Monday 15th July 2019 at 1300- 1400.</p>